

Enterprise Incident Report May 2012

As of 6/4/2012

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Terry Forsgren	1 0	4 0	0 0	5 0
		Tony Larsen	0 0	7 0	1 0	8 0
		Assigned to Individual Total	1 0	17 4	1 0	19 4
	Application Support - Data Warehouse	Ed Coleman	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - MMIS	Steven Hegji	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support - Oracle	Jill Everett	1 0	2 0	0 0	3 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	13 0	1 0	14 0
		Tony Hess	0 0	10 0	0 0	10 0
		Assigned to Individual Total	1 0	25 0	1 0	27 0
	Application Support - WIC	Matthew Earl	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Campus Networking	Jordy Davis	0 0	8 4	0 0	8 4
		Assigned to Individual Total	0 0	8 4	0 0	8 4
	Capitol Hosting	Conn Peterson	0 0	2 0	0 0	2 0
		Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Database Services	I-Ching Lin	0 0	1 0	0 0	1 0
		Sandy Sheppick	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Enterprise Security	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	11	0	11
			0	11	0	11
		Eileen Dubach	0	5	0	5
			0	5	0	5
		Gerard Russell	0	1	0	1
			0	0	0	0
		James Stearns	0	5	0	5
			0	5	0	5
		Julie VanBeekum	0	16	0	16
			0	16	0	16
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	23	0	23
			0	21	0	21
		Assigned to Individual Total	0	62	0	62
			0	58	0	58
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	2	0	2
			0	2	0	2
		Liz Evans	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	3	0	3

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Metro B Desktop Support	Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Metro B Help Desk	Gary Graham	0 0	6 4	0 0	6 4
		Janet Hongsyvilay	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	7 5	0 0	7 5
	Metro C Desktop Support	Chad D Fowers	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Metro C Help Desk	Reed Stohel	0 0	3 3	0 0	3 3
		Ross Owen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 4	0 0	4 4
	Metro C West Desktop Support	Cody Flanders	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Metro D Desktop Support	Eldon Jenson	1 1	34 6	0 0	35 7

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Metro D Desktop Support	Matthew Earl	0	5	0	5
			0	5	0	5
		Michael Schmidt	0	57	0	57
			0	0	0	0
		Philip Henderson	0	69	0	69
			0	55	0	55
		Steve Gibb	1	23	1	25
			0	1	0	1
		Tina West	0	30	0	30
			0	0	0	0
		Assigned to Individual Total	2	218	1	221
			1	67	0	68
	Metro D Help Desk	Doug Brown	0	76	1	77
			0	57	0	57
		Jed Patrick	0	37	0	37
			0	22	0	22
	Metro D Hosting	John Robinson	0	28	0	28
			0	15	0	15
		Assigned to Individual Total	0	141	1	142
			0	94	0	94
	Metro D Hosting	Danny Simmons	0	4	0	4
			0	0	0	0
		David Hert	0	11	1	12
			0	3	0	3
	Metro D Hosting	Sean McMillan	0	5	0	5
			0	0	0	0
	Metro D Hosting	Steven Haderlie	0	2	0	2
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Metro D Hosting	Assigned to Individual Total	0	22	1	23
			0	3	0	3
	Network Operations	Brian Chatwin	0	2	0	2
			0	0	0	0
		Dave Bodily	0	1	0	1
			0	0	0	0
		Kelli Okumura	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Operations Production Control	Cal Brinton	0	13	0	13
			0	0	0	0
		Christie Burnham	0	9	0	9
			0	2	0	2
		Duane Hardy	0	59	0	59
			0	24	0	24
		None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	83	0	83
			0	26	0	26
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	4	0	4
			0	1	0	1
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	1	0	1

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Rural North Desktop Support	Kim Ratuszniak	0	1	0	1
			0	1	0	1
		Neil Smedley	0	1	0	1
			0	0	0	0
		Ruston McKay	0	6	0	6
			0	6	0	6
	Rural South Desktop Support	Ryan Casey	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	8	0	8
	Security	Doug Thornton	0	1	0	1
			0	0	0	0
		Lance Nay	0	1	0	1
			0	0	0	0
	Strategic Communications	Assigned to Individual Total	0	2	0	2
			0	0	0	0
		Jed Johnson	0	2	0	2
			0	0	0	0
	Security	Ken Wheeler	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	2	0	2
			0	0	0	0
		Luis Larios	0	1	0	1
			0	0	0	0
	Strategic Communications	Assigned to Individual Total	0	3	0	3
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	FCR Total
Health	Voice Operations	Gail Christiansen	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly L Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	11 10	0 0	11 10
		Assigned to Individual Total	0 0	22 10	0 0	22 10
	Voice/Data/WAN Services	Mark Thomas	0 0	4 0	0 0	4 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Assigned Group Total		4 1	675 294	6 0	685 295
Customer Company Total			4 1	675 294	6 0	685 295

Enterprise Incident Report May 2012

As of 6/4/2012

Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Terry Forsgren	1 0	4 0	0 0	5 0
		Tony Larsen	0 0	7 2	1 0	8 2
		Assigned to Individual Total	1 0	17 3	1 0	19 3
	Application Support - Data Warehouse	Ed Coleman	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Application Support - Oracle	Jill Everett	1 1	2 0	0 0	3 1

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	13 7	1 1	14 8
		Tony Hess	0 0	10 4	0 0	10 4
		Assigned to Individual Total	1 1	25 11	1 1	27 13
	Application Support - WIC	Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Campus Networking	Jordy Davis	0 0	8 4	0 0	8 4
		Assigned to Individual Total	0 0	8 4	0 0	8 4
	Capitol Hosting	Conn Peterson	0 0	2 1	0 0	2 1
		Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Database Services	I-Ching Lin	0 0	1 1	0 0	1 1
		Sandy Sheppick	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Enterprise Security	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	11 0	0 0	11 0
		Eileen Dubach	0 0	5 0	0 0	5 0
		Gerard Russell	0 0	1 0	0 0	1 0
		James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	16 0	0 0	16 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	62 0	0 0	62 0
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Metro B Desktop Support	Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro B Help Desk	Gary Graham	0 0	6 0	0 0	6 0
		Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Reed Stohel	0 0	3 0	0 0	3 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C West Desktop Support	Cody Flanders	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Eldon Jenson	1 0	34 2	0 0	35 2

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Metro D Desktop Support	Matthew Earl	0 0	5 0	0 0	5 0
		Michael Schmidt	0 0	57 9	0 0	57 9
		Philip Henderson	0 0	69 5	0 0	69 5
		Steve Gibb	1 0	23 1	1 0	25 1
		Tina West	0 0	30 3	0 0	30 3
		Assigned to Individual Total	2 0	218 20	1 0	221 20
	Metro D Help Desk	Doug Brown	0 0	76 4	1 0	77 4
		Jed Patrick	0 0	37 0	0 0	37 0
		John Robinson	0 0	28 1	0 0	28 1
		Assigned to Individual Total	0 0	141 5	1 0	142 5
	Metro D Hosting	Danny Simmons	0 0	4 1	0 0	4 1
		David Hert	0 0	11 1	1 0	12 1
		Sean McMillan	0 0	5 2	0 0	5 2
		Steven Haderlie	0 0	2 1	0 0	2 1

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Metro D Hosting	Assigned to Individual Total	0	22	1	23
			0	5	0	5
	Network Operations	Brian Chatwin	0	2	0	2
			0	1	0	1
		Dave Bodily	0	1	0	1
			0	0	0	0
		Kelli Okumura	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	3	0	3
	Operations Production Control	Cal Brinton	0	13	0	13
			0	1	0	1
		Christie Burnham	0	9	0	9
			0	0	0	0
		Duane Hardy	0	59	0	59
			0	4	0	4
	None		0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	83	0	83
			0	5	0	5
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	6 0	0 0	6 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Jed Johnson	0 0	2 1	0 0	2 1
		Ken Wheeler	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MIR Total
Health	Voice Operations	Gail Christiansen	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly L Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 1	0 0	3 1
		Romanza Hamblin Sorensen	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	22 1	0 0	22 1
	Voice/Data/WAN Services	Mark Thomas	0 0	4 0	0 0	4 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Assigned Group Total		4 1	675 65	6 1	685 67
Customer Company Total			4 1	675 65	6 1	685 67

Enterprise Incident Report May 2012

As of 6/4/2012

Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Health	Application Services	Danielle Hood	0 0.00	1 0.99	0 0.00	1 0.99
		Dustin Crump	0 0.00	1 0.08	0 0.00	1 0.08
		Martin Gonzalez	0 0.00	4 0.83	0 0.00	4 0.83
		Terry Forsgren	1 0.57	4 0.59	0 0.00	5 0.59
		Tony Larsen	0 0.00	7 0.92	1 0.62	8 0.88
		Assigned to Individual Total	1 0.57	17 0.78	1 0.62	19 0.76
	Application Support - Data Warehouse	Ed Coleman	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	1 0.44	0 0.00	1 0.44
	Application Support - MMIS	Steven Hegji	0 0.00	5 304.47	0 0.00	5 304.47
		Assigned to Individual Total	0 0.00	5 304.47	0 0.00	5 304.47
	Application Support - Oracle	Jill Everett	1 1.31	2 0.43	0 0.00	3 0.72

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Application Support - Oracle	Ryan Nicol	0 0.00	13 6.05	1 548.21	14 44.77
		Tony Hess	0 0.00	10 54.94	0 0.00	10 54.94
		Assigned to Individual Total	1 1.31	25 25.15	1 548.21	27 43.64
	Application Support - WIC	Matthew Earl	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Campus Networking	Jordy Davis	0 0.00	8 54.84	0 0.00	8 54.84
		Assigned to Individual Total	0 0.00	8 54.84	0 0.00	8 54.84
	Capitol Hosting	Conn Peterson	0 0.00	2 0.73	0 0.00	2 0.73
		Dale Hicks	0 0.00	1 0.89	0 0.00	1 0.89
		Assigned to Individual Total	0 0.00	3 0.78	0 0.00	3 0.78
	Database Services	I-Ching Lin	0 0.00	1 3.13	0 0.00	1 3.13
		Sandy Sheppick	0 0.00	0 0.00	1 0.63	1 0.63
		Assigned to Individual Total	0 0.00	1 3.13	1 0.63	2 1.88
	Enterprise Security	Bart Grant	0 0.00	1 0.57	0 0.00	1 0.57

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Enterprise Security	Assigned to Individual Total	0 0.00	1 0.57	0 0.00	1 0.57
	Help Desk	Brenda Treadway	0 0.00	11 0.12	0 0.00	11 0.12
		Eileen Dubach	0 0.00	5 0.06	0 0.00	5 0.06
		Gerard Russell	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	5 0.04	0 0.00	5 0.04
		Julie VanBeekum	0 0.00	16 0.00	0 0.00	16 0.00
		Sarah Johnson	0 0.00	1 0.14	0 0.00	1 0.14
		Vicky Marrelli	0 0.00	23 0.03	0 0.00	23 0.03
		Assigned to Individual Total	0 0.00	62 0.04	0 0.00	62 0.04
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.06	0 0.00	2 0.06
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.04	0 0.00	3 0.04

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Metro B Desktop Support	Michael Barth	0 0.00	3 0.28	0 0.00	3 0.28
		Peter Musser	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	4 0.27	0 0.00	4 0.27
	Metro B Help Desk	Gary Graham	0 0.00	6 0.22	0 0.00	6 0.22
		Janet Hongsyvilay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 0.19	0 0.00	7 0.19
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 0.46	0 0.00	4 0.46
		Assigned to Individual Total	0 0.00	4 0.46	0 0.00	4 0.46
	Metro D Desktop Support	Eldon Jenson	1 0.00	34 0.40	0 0.00	35 0.38

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Desktop Support	Matthew Earl	0 0.00	5 0.00	0 0.00	5 0.00
		Michael Schmidt	0 0.00	57 0.56	0 0.00	57 0.56
		Philip Henderson	0 0.00	69 0.23	0 0.00	69 0.23
		Steve Gibb	1 0.16	23 0.36	1 0.08	25 0.34
		Tina West	0 0.00	30 0.57	0 0.00	30 0.57
		Assigned to Individual Total	2 0.08	218 0.40	1 0.08	221 0.39
	Metro D Help Desk	Doug Brown	0 0.00	76 0.17	1 0.18	77 0.17
		Jed Patrick	0 0.00	37 0.14	0 0.00	37 0.14
		John Robinson	0 0.00	28 0.17	0 0.00	28 0.17
		Assigned to Individual Total	0 0.00	141 0.16	1 0.18	142 0.16
	Metro D Hosting	Danny Simmons	0 0.00	4 0.66	0 0.00	4 0.66
		David Hert	0 0.00	11 0.41	1 0.72	12 0.44
		Sean McMillan	0 0.00	5 0.86	0 0.00	5 0.86
		Steven Haderlie	0 0.00	2 2.99	0 0.00	2 2.99

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Hosting	Assigned to Individual Total	0 0.00	22 0.79	1 0.72	23 0.79
	Network Operations	Brian Chatwin	0 0.00	2 0.76	0 0.00	2 0.76
		Dave Bodily	0 0.00	1 0.03	0 0.00	1 0.03
		Kelli Okumura	0 0.00	2 1.39	0 0.00	2 1.39
		Assigned to Individual Total	0 0.00	5 0.87	0 0.00	5 0.87
	Operations Production Control	Cal Brinton	0 0.00	13 0.37	0 0.00	13 0.37
		Christie Burnham	0 0.00	9 0.25	0 0.00	9 0.25
		Duane Hardy	0 0.00	59 0.22	0 0.00	59 0.22
		None	0 0.00	2 0.41	0 0.00	2 0.41
		Assigned to Individual Total	0 0.00	83 0.25	0 0.00	83 0.25
	Rural Central Desktop Support	Paul Petersen	0 0.00	3 0.11	0 0.00	3 0.11
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.08	0 0.00	4 0.08
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.54	0 0.00	1 0.54

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Rural North Desktop Support	Kim Ratuszniak	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	1 0.51	0 0.00	1 0.51
		Ruston McKay	0 0.00	6 0.00	0 0.00	6 0.00
		Ryan Casey	0 0.00	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	0 0.00	11 0.13	0 0.00	11 0.13
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.45	0 0.00	1 0.45
		Lance Nay	0 0.00	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	0 0.00	2 0.44	0 0.00	2 0.44
	Security	Jed Johnson	0 0.00	2 7.80	0 0.00	2 7.80
		Ken Wheeler	0 0.00	1 0.97	0 0.00	1 0.97
		Assigned to Individual Total	0 0.00	3 5.53	0 0.00	3 5.53
	Strategic Communications	Dennis Rogers	0 0.00	2 0.41	0 0.00	2 0.41
		Luis Larios	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	3 0.35	0 0.00	3 0.35

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTIR Total
Health	Voice Operations	Gail Christiansen	0 0.00	5 0.49	0 0.00	5 0.49
		Julie Sabato	0 0.00	2 0.22	0 0.00	2 0.22
		Kelly L Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Leon Owen	0 0.00	3 0.62	0 0.00	3 0.62
		Romanza Hamblin Sorensen	0 0.00	11 0.21	0 0.00	11 0.21
		Assigned to Individual Total	0 0.00	22 0.32	0 0.00	22 0.32
	Voice/Data/WAN Services	Mark Thomas	0 0.00	4 0.16	0 0.00	4 0.16
		Mike Johnson	0 0.00	1 0.10	0 0.00	1 0.10
		Mitch Hood	0 0.00	1 0.34	0 0.00	1 0.34
		T Artis	0 0.00	5 0.27	0 0.00	5 0.27
		Assigned to Individual Total	0 0.00	11 0.22	0 0.00	11 0.22
	Assigned Group Total		4 0.51	675 4.15	6 91.74	685 4.89
Customer Company Total			4 0.51	675 4.15	6 91.74	685 4.89

Enterprise Incident Report May 2012

As of 6/4/2012

Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 0	0 0	4 0
		Terry Forsgren	1 0	4 0	0 0	5 0
		Tony Larsen	0 0	7 0	1 0	8 0
		Assigned to Individual Total	1 0	17 0	1 0	19 0
	Application Support - Data Warehouse	Ed Coleman	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Application Support - Oracle	Jill Everett	1 0	2 2	0 0	3 2

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Application Support - Oracle	Ryan Nicol	0 0	13 6	1 1	14 7
		Tony Hess	0 0	10 3	0 0	10 3
		Assigned to Individual Total	1 0	25 11	1 1	27 12
	Application Support - WIC	Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Campus Networking	Jordy Davis	0 0	8 6	0 0	8 6
		Assigned to Individual Total	0 0	8 6	0 0	8 6
	Capitol Hosting	Conn Peterson	0 0	2 2	0 0	2 2
		Dale Hicks	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Database Services	I-Ching Lin	0 0	1 0	0 0	1 0
		Sandy Sheppick	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Enterprise Security	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	11	0	11
			0	0	0	0
		Eileen Dubach	0	5	0	5
			0	0	0	0
		Gerard Russell	0	1	0	1
			0	0	0	0
		James Stearns	0	5	0	5
			0	0	0	0
		Julie VanBeekum	0	16	0	16
			0	0	0	0
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	23	0	23
			0	0	0	0
		Assigned to Individual Total	0	62	0	62
			0	0	0	0
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	1	0	1
	Metro A Help Desk	Assigned to Individual Total	0	1	0	1
			0	1	0	1
		Ed Conrad	0	2	0	2
			0	0	0	0
		Liz Evans	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Metro B Desktop Support	Michael Barth	0 0	3 0	0 0	3 0
		Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro B Help Desk	Gary Graham	0 0	6 0	0 0	6 0
		Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Reed Stohel	0 0	3 0	0 0	3 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C West Desktop Support	Cody Flanders	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Eldon Jenson	1 0	34 0	0 0	35 0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Metro D Desktop Support	Matthew Earl	0 0	5 0	0 0	5 0
		Michael Schmidt	0 0	57 1	0 0	57 1
		Philip Henderson	0 0	69 3	0 0	69 3
		Steve Gibb	1 0	23 3	1 0	25 3
		Tina West	0 0	30 1	0 0	30 1
		Assigned to Individual Total	2 0	218 8	1 0	221 8
	Metro D Help Desk	Doug Brown	0 0	76 1	1 0	77 1
		Jed Patrick	0 0	37 0	0 0	37 0
		John Robinson	0 0	28 0	0 0	28 0
		Assigned to Individual Total	0 0	141 1	1 0	142 1
	Metro D Hosting	Danny Simmons	0 0	4 0	0 0	4 0
		David Hert	0 0	11 4	1 0	12 4
		Sean McMillan	0 0	5 2	0 0	5 2
		Steven Haderlie	0 0	2 1	0 0	2 1

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Metro D Hosting	Assigned to Individual Total	0	22	1	23
			0	7	0	7
	Network Operations	Brian Chatwin	0	2	0	2
			0	1	0	1
		Dave Bodily	0	1	0	1
			0	0	0	0
		Kelli Okumura	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Operations Production Control	Cal Brinton	0	13	0	13
			0	0	0	0
		Christie Burnham	0	9	0	9
			0	0	0	0
		Duane Hardy	0	59	0	59
			0	0	0	0
		None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	83	0	83
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	6 0	0 0	6 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Security	Jed Johnson	0 0	2 1	0 0	2 1
		Ken Wheeler	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	MR Total
Health	Voice Operations	Gail Christiansen	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly L Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	22 0	0 0	22 0
	Voice/Data/WAN Services	Mark Thomas	0 0	4 0	0 0	4 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Assigned Group Total		4 0	675 47	6 1	685 48
Customer Company Total			4 0	675 47	6 1	685 48

Enterprise Incident Report May 2012

As of 6/4/2012

Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Danielle Hood	0 0.00	1 4.41	0 0.00	1 4.41
		Dustin Crump	0 0.00	1 0.13	0 0.00	1 0.13
		Martin Gonzalez	0 0.00	4 1.27	0 0.00	4 1.27
		Terry Forsgren	1 0.62	4 0.64	0 0.00	5 0.63
		Tony Larsen	0 0.00	7 1.97	1 0.93	8 1.84
		Assigned to Individual Total	1 0.62	17 1.52	1 0.93	19 1.45
	Application Support - Data Warehouse	Ed Coleman	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	1 0.44	0 0.00	1 0.44
	Application Support - MMIS	Steven Hegji	0 0.00	5 304.47	0 0.00	5 304.47
		Assigned to Individual Total	0 0.00	5 304.47	0 0.00	5 304.47
	Application Support - Oracle	Jill Everett	1 1.31	2 149.61	0 0.00	3 100.18

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Application Support - Oracle	Ryan Nicol	0 0.00	13 114.56	1 548.21	14 145.53
		Tony Hess	0 0.00	10 161.71	0 0.00	10 161.71
		Assigned to Individual Total	1 1.31	25 136.22	1 548.21	27 146.49
	Application Support - WIC	Matthew Earl	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Campus Networking	Jordy Davis	0 0.00	8 94.57	0 0.00	8 94.57
		Assigned to Individual Total	0 0.00	8 94.57	0 0.00	8 94.57
	Capitol Hosting	Conn Peterson	0 0.00	2 81.04	0 0.00	2 81.04
		Dale Hicks	0 0.00	1 25.93	0 0.00	1 25.93
		Assigned to Individual Total	0 0.00	3 62.67	0 0.00	3 62.67
	Database Services	I-Ching Lin	0 0.00	1 3.13	0 0.00	1 3.13
		Sandy Sheppick	0 0.00	0 0.00	1 0.73	1 0.73
		Assigned to Individual Total	0 0.00	1 3.13	1 0.73	2 1.93
	Enterprise Security	Bart Grant	0 0.00	1 4.04	0 0.00	1 4.04

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Enterprise Security	Assigned to Individual Total	0 0.00	1 4.04	0 0.00	1 4.04
	Help Desk	Brenda Treadway	0 0.00	11 0.12	0 0.00	11 0.12
		Eileen Dubach	0 0.00	5 0.06	0 0.00	5 0.06
		Gerard Russell	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	5 0.05	0 0.00	5 0.05
		Julie VanBeekum	0 0.00	16 0.00	0 0.00	16 0.00
		Sarah Johnson	0 0.00	1 0.69	0 0.00	1 0.69
		Vicky Marrelli	0 0.00	23 0.06	0 0.00	23 0.06
		Assigned to Individual Total	0 0.00	62 0.06	0 0.00	62 0.06
	Mainframe Systems Support	Greg Shoop	0 0.00	1 8.24	0 0.00	1 8.24
		Assigned to Individual Total	0 0.00	1 8.24	0 0.00	1 8.24
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.46	0 0.00	2 0.46
		Liz Evans	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	3 0.35	0 0.00	3 0.35

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Metro B Desktop Support	Michael Barth	0 0.00	3 2.68	0 0.00	3 2.68
		Peter Musser	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	4 2.07	0 0.00	4 2.07
	Metro B Help Desk	Gary Graham	0 0.00	6 0.22	0 0.00	6 0.22
		Janet Hongsyvilay	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	7 0.19	0 0.00	7 0.19
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 0.90	0 0.00	4 0.90
		Assigned to Individual Total	0 0.00	4 0.90	0 0.00	4 0.90
	Metro D Desktop Support	Eldon Jenson	1 0.12	34 1.67	0 0.00	35 1.62

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Metro D Desktop Support	Matthew Earl	0 0.00	5 0.00	0 0.00	5 0.00
		Michael Schmidt	0 0.00	57 1.57	0 0.00	57 1.57
		Philip Henderson	0 0.00	69 1.95	0 0.00	69 1.95
		Steve Gibb	1 0.25	23 6.59	1 2.22	25 6.16
		Tina West	0 0.00	30 1.46	0 0.00	30 1.46
		Assigned to Individual Total	2 0.18	218 2.19	1 2.22	221 2.17
	Metro D Help Desk	Doug Brown	0 0.00	76 0.38	1 0.18	77 0.38
		Jed Patrick	0 0.00	37 0.17	0 0.00	37 0.17
		John Robinson	0 0.00	28 0.30	0 0.00	28 0.30
		Assigned to Individual Total	0 0.00	141 0.31	1 0.18	142 0.31
	Metro D Hosting	Danny Simmons	0 0.00	3 3.12	0 0.00	3 3.12
		David Hert	0 0.00	11 4.94	1 3.25	12 4.80
		Sean McMillan	0 0.00	5 4.06	0 0.00	5 4.06
		Steven Haderlie	0 0.00	2 4.63	0 0.00	2 4.63

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Metro D Hosting	Assigned to Individual Total	0 0.00	21 4.38	1 3.25	22 4.33
	Network Operations	Brian Chatwin	0 0.00	2 3.82	0 0.00	2 3.82
		Dave Bodily	0 0.00	1 0.18	0 0.00	1 0.18
		Kelli Okumura	0 0.00	2 1.63	0 0.00	2 1.63
		Assigned to Individual Total	0 0.00	5 2.22	0 0.00	5 2.22
	Operations Production Control	Cal Brinton	0 0.00	13 0.42	0 0.00	13 0.42
		Christie Burnham	0 0.00	9 0.27	0 0.00	9 0.27
		Duane Hardy	0 0.00	59 0.39	0 0.00	59 0.39
		None	0 0.00	2 0.41	0 0.00	2 0.41
		Assigned to Individual Total	0 0.00	83 0.38	0 0.00	83 0.38
	Rural Central Desktop Support	Paul Petersen	0 0.00	3 1.22	0 0.00	3 1.22
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.91	0 0.00	4 0.91
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.78	0 0.00	1 0.78

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	1 0.51	0 0.00	1 0.51
		Ruston McKay	0 0.00	6 0.27	0 0.00	6 0.27
		Ryan Casey	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	0 0.00	11 0.32	0 0.00	11 0.32
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.45	0 0.00	1 0.45
		Lance Nay	0 0.00	1 0.42	0 0.00	1 0.42
		Assigned to Individual Total	0 0.00	2 0.44	0 0.00	2 0.44
	Security	Jed Johnson	0 0.00	2 9.23	0 0.00	2 9.23
		Ken Wheeler	0 0.00	1 7.78	0 0.00	1 7.78
		Assigned to Individual Total	0 0.00	3 8.75	0 0.00	3 8.75
	Strategic Communications	Dennis Rogers	0 0.00	2 7.42	0 0.00	2 7.42
		Luis Larios	0 0.00	1 6.20	0 0.00	1 6.20
		Assigned to Individual Total	0 0.00	3 7.01	0 0.00	3 7.01

Enterprise Incident Report May 2012

As of 6/4/2012

Health

			High	Low	Medium	ATTR Total
Health	Voice Operations	Gail Christiansen	0 0.00	5 1.45	0 0.00	5 1.45
		Julie Sabato	0 0.00	2 0.22	0 0.00	2 0.22
		Kelly L Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Leon Owen	0 0.00	3 0.62	0 0.00	3 0.62
		Romanza Hamblin Sorensen	0 0.00	11 0.93	0 0.00	11 0.93
		Assigned to Individual Total	0 0.00	22 0.90	0 0.00	22 0.90
	Voice/Data/WAN Services	Mark Thomas	0 0.00	4 0.20	0 0.00	4 0.20
		Mike Johnson	0 0.00	1 0.88	0 0.00	1 0.88
		Mitch Hood	0 0.00	1 0.38	0 0.00	1 0.38
		T Artis	0 0.00	5 0.72	0 0.00	5 0.72
		Assigned to Individual Total	0 0.00	11 0.52	0 0.00	11 0.52
	Assigned Group Total		4 0.58	674 9.90	6 92.59	684 10.57
Customer Company Total			4 0.58	674 9.90	6 92.59	684 10.57

Enterprise Incident Report May 2012

As of 6/4/2012

Health

Detail

INC000000424099	Thomas Jones Application Support - Oracle	Application Tony Hess	Password Health	Medicaid Managed Care System Low	TIR Missed: Yes Closed TTR Missed: Yes	2.41 1041.10
INC000000440526	Pam Kerby Application Support - Oracle	Application Ryan Nicol	None Health	None Low	TIR Missed: No Closed TTR Missed: Yes	0.53 837.87
INC000000458890	Martha Millet Application Support - Oracle	Application Tony Hess	Error Health	Medicaid Managed Care System Low	TIR Missed: No Closed TTR Missed: Yes	0.06 29.07
INC000000465495	Toni Shepard Application Support - MMIS	Application Steven Hegji	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed TTR Missed: Yes	551.51 551.51
INC000000466462	Mark Gaskill Application Support - Oracle	Application Ryan Nicol	Reporting Health	Medicaid Managed Care System Medium	TIR Missed: Yes Closed TTR Missed: Yes	548.21 548.21
INC000000467095	April Pappas Application Support - Oracle	Application Tony Hess	Error Health	Medicaid Managed Care System Low	TIR Missed: Yes Closed TTR Missed: Yes	542.17 542.17
INC000000471145	Sally Valdez Application Support - Oracle	Application Ryan Nicol	Error Health	Internet Explorer Low	TIR Missed: No Closed TTR Missed: Yes	0.18 495.42
INC000000476847	April Bennett Network Operations	Application Brian Chatwin	None Health	None Low	TIR Missed: No Closed TTR Missed: Yes	0.49 6.09
INC000000478094	Carol Rasmussen Application Support - MMIS	Application Steven Hegji	Reporting Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed TTR Missed: Yes	409.02 409.02
INC000000478116	Tricia Schmidt Application Support - MMIS	Application Steven Hegji	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed TTR Missed: Yes	408.94 408.94
INC000000484384	Susan Rugg Database Services	Mainframe Sandy Sheppick	Error Health	None Medium	TIR Missed: No Closed TTR Missed: No	0.63 0.73
INC000000484713	Candace Bleazard Campus Networking	None Jordy Davis	None Health	None Low	TIR Missed: Yes Resolved TTR Missed: Yes	426.22 426.22
INC000000487926	Toni Shepard Application Support - MMIS	Application Steven Hegji	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed TTR Missed: Yes	145.88 145.88
INC000000489901	Buni Phillips Application Support - Oracle	Application Jill Everett	Error Health	Public Assistance Case Manage Low	TIR Missed: No Closed TTR Missed: Yes	0.80 292.26
INC000000496134	Nancy McConnell Campus Networking	None Jordy Davis	None Health	None Low	TIR Missed: Yes Closed TTR Missed: Yes	1.21 226.28
INC000000497721	Lynne Nilson Metro D Desktop Support	PC/Laptop Eldon Jenson	Hardware Health	None Low	TIR Missed: No Closed TTR Missed: No	0.47 5.79

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000501117	Susan Rugg Application Support - MMIS	Application Steven Hegji	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed TTR Missed: Yes	7.00 7.00
INC000000501188	Brenda Purser Metro D Desktop Support	Application Michael Schmidt	Error Health	BMI Low	TIR Missed: No Closed TTR Missed: No	0.94 1.06
INC000000501812	Candace Bleazard Metro D Desktop Support	Application Michael Schmidt	Error Health	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.25 0.32
INC000000503249	Lynne Nilson Metro D Desktop Support	Application Michael Schmidt	None Health	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.67 1.53
INC000000503317	Andrea Kofoed Metro D Desktop Support	Print/Copy/Scan/Fax Michael Schmidt	Incident Health	None Low	TIR Missed: No Closed TTR Missed: No	0.93 2.37
INC000000503817	Sandy Foxley Rural North Desktop Support	Application Neil Smedley	Error Health	Microsoft Windows XP Professio Low	TIR Missed: No Closed TTR Missed: No	0.51 0.51
INC000000503893	Brent Baum Metro D Hosting	None Steven Haderlie	None Health	None Low	TIR Missed: Yes Closed TTR Missed: Yes	5.63 8.92
INC000000504003	Betsi Patino Metro D Desktop Support	Print/Copy/Scan/Fax Steve Gibb	Error Code Health	None Low	TIR Missed: No Closed TTR Missed: Yes	0.27 6.19
INC000000504835	Allison Rondeau Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	TIR Missed: No Closed TTR Missed: No	0.18 3.62
INC000000505004	Angela Anderson Application Services	Application Martin Gonzalez	None Health	Gmail Low	TIR Missed: Yes Closed TTR Missed: No	2.02 2.04
INC000000505207	Joyce Hasting Rural Central Desktop Support	Print/Copy/Scan/Fax Paul Petersen	Incident Health	None Low	TIR Missed: No Closed TTR Missed: No	0.32 3.44
INC000000505730	Gene Cottrell Security	Application Ken Wheeler	Error Health	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: Yes	0.97 7.78
INC000000505990	Darin Dennis Metro D Desktop Support	Mobile Devices Michael Schmidt	Error Health	iPhone Low	TIR Missed: No Closed TTR Missed: No	0.29 0.53
INC000000506500	Charris Wayman Metro C West Desktop Support	Application Cody Flanders	Error Health	Collection Management System Low	TIR Missed: No Closed TTR Missed: No	0.06 0.95
INC000000506636	John M Nichols Capitol Hosting	Application Conn Peterson	Password Health	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: Yes	0.20 152.38
INC000000506851	Tamara Hampton Application Services	Application Tony Larsen	None Health	Citrix ICA Client Low	TIR Missed: No Closed TTR Missed: No	0.40 1.21
INC000000507155	Bradley Johnson Capitol Hosting	Application Conn Peterson	None Health	Novell GroupWise Low	TIR Missed: Yes Closed TTR Missed: Yes	1.25 9.70

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000507220	Athena Carolan	Application	None	None		TIR Missed: No	0.03
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03
INC000000507221	Lauri Valerio	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	0.02
INC000000507229	Chris Peper	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000507230	Lynne Nilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	5.64
INC000000507324	Tanayia Pomikala	Application	Error	Citrix ICA Client		TIR Missed: No	0.88
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.92
INC000000507346	Carol Runia	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000507401	Linda Abel	Application	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.34
INC000000507421	Roger Norman	Mobile Devices	None	iPhone		TIR Missed: No	0.28
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.28
INC000000507427	Jennifer L Bryant	PC/Laptop	Hardware	None		TIR Missed: No	0.62
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.47
INC000000507466	Purita Buck	Application	Error	Novell GroupWise		TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.16
INC000000507543	Deepa Ramkumar	PC/Laptop	Password	None		TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.95
INC000000507649	Randy Tanner	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000507712	Kathryn Marti	Application	Reporting	None		TIR Missed: Yes	1.52
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: Yes	9.51
INC000000507731	Christina Bray	PC/Laptop	Password	None		TIR Missed: No	0.56
	Metro B Desktop Support	Michael Barth	Health	Low	Closed	TTR Missed: No	3.05
INC000000507734	John Nicolaisen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03
INC000000507758	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.09
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.11
INC000000507762	Laura Lee Detton	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.66
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.73

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000507789	Debra McBride	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Health	Low Closed	TTR Missed: No	0.08
INC000000507815	Andrew Ozmun	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000507936	Christina Bray	Application	Error	None	TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Health	Low Closed	TTR Missed: No	2.06
INC000000507959	Brian Paoli	Application	Error	None	TIR Missed: No	0.11
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.54
INC000000507983	Susan Griffing	Server	Error	None	TIR Missed: No	0.11
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: Yes	109.49
INC000000508060	Shellee Smith	Application	Error	Internet Explorer	TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.66
INC000000508127	Irene Petrogeorge	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.15
INC000000508182	Pat Berubee	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.13
INC000000508192	Randell Hicks	Telecom	None	Telephone	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Health	Low Closed	TTR Missed: No	0.00
INC000000508209	Christina Bray	Application	Password	Citrix ICA Client	TIR Missed: No	0.63
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.67
INC000000508255	Leslie Clark	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000508258	Steve Hadden	Network	Error	None	TIR Missed: No	0.32
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.32
INC000000508276	Christine Espinel	Application	Error	Novell GroupWise	TIR Missed: No	0.76
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	5.98
INC000000508289	Evelyn Gowans	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.74
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	3.06
INC000000508319	Steve Ipsen	PC/Laptop	None	None	TIR Missed: No	0.61
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.77
INC000000508389	Kim K Hadley	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Health	Low Closed	TTR Missed: No	0.00
INC000000508391	Pat Berubee	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.10
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.10

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000508478	Pat Berubee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000508509	Rebecca Giles	None	None	None	TIR Missed: Yes	1.96
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	1.96
INC000000508555	Craig Devashrayee	PC/Laptop	Error	None	TIR Missed: No	0.45
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.62
INC000000508577	Larene Adams	Telecom	Voice Mail	Telephone	TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	0.93
INC000000508602	Pam Oberg	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.64
	Metro C West Desktop Support	Cody Flanders	Health	Low Closed	TTR Missed: No	1.24
INC000000508611	Heather Seve	Telecom	Hardware	Telephone	TIR Missed: No	0.33
	Voice/Data/WAN Services	T Artis	Health	Low Closed	TTR Missed: No	0.78
INC000000508625	Blake Minardi	Application	Error	None	TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	2.32
INC000000508645	Cassandra Fairclough	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.57
INC000000508685	Athena Carolan	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	3.05
INC000000508689	Karen Coats	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	3.00
INC000000508692	Cassandra Fairclough	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.96
INC000000508774	Diana Rueff	Application	Password	Medicaid Managed Care System	TIR Missed: No	0.38
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: Yes	74.49
INC000000508797	Shannon Skiles	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
INC000000508814	Ali Freeman	Network	Error	None	TIR Missed: No	0.38
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.98
INC000000508856	Katie Shields	Application	Error	Medicaid Managed Information :	TIR Missed: No	0.12
	Mainframe Systems Support	Greg Shoop	Health	Low Closed	TTR Missed: Yes	8.24
INC000000508864	Michelle Grossman	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.05
	Metro B Desktop Support	Michael Barth	Health	Low Closed	TTR Missed: No	2.95
INC000000508955	Krysta Badger	Application	None	Mozilla Firefox	TIR Missed: No	0.63
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.07

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000509126	Kathy A Hills	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.54
	Rural North Desktop Support	Don Higgs	Health	Low Closed	TTR Missed: No	0.78
INC000000509207	Judy Mackey	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000509217	Sheila Trott	Application	Error	None	TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	2.80
INC000000509279	Josip Ambrenac	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.34
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.34
INC000000509293	Patsy Tingey	Application	None	None	TIR Missed: No	0.57
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.81
INC000000509307	Audra Solovi	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	2.01
INC000000509310	Marie Aschliman	Application	Error	None	TIR Missed: No	0.28
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.79
INC000000509311	Megan Evans	Application	Error	Employee Gateway	TIR Missed: No	0.39
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.96
INC000000509369	Lynn Meinor	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000509477	Carmen Dickson	PC/Laptop	Hardware	None	TIR Missed: Yes	1.06
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.39
INC000000509581	Eunetta Button	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.03
INC000000509583	Mary Nance	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
INC000000509587	Shannon Skiles	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.03
INC000000509599	Don Wood	None	None	None	TIR Missed: No	0.21
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.75
INC000000509614	Drew Quinn	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.02
INC000000509635	Nanette Waters	None	None	None	TIR Missed: No	0.26
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.26
INC000000509638	Deborah Turner	Application	None	None	TIR Missed: No	0.14
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.05

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000509646	Corina Pace	Application	Error	None		TIR Missed: No	0.97
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	2.10
INC000000509730	Mitzi Bigelow	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.69
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.69
INC000000509757	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000509762	Donna Thomas	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000509779	Krysta Badger	Application	Error	None		TIR Missed: No	0.51
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.14
INC000000509824	Adrienne Alward	Application	Error	None		TIR Missed: No	0.13
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.67
INC000000509858	Rhonda Lee	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000509877	Norman Thurston	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000509885	Lynn Meinor	PC/Laptop	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.01
INC000000509910	Linda Abel	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.31
INC000000509951	Ivett Cordova	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000509953	Chad Campbell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.47
INC000000509959	Linda Abel	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.43
INC000000509973	Dayna Christenson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Kelly L Johnson	Health	Low	Closed	TTR Missed: No	0.08
INC000000510038	Rachelle Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000510061	Josip Ambrenac	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.20
INC000000510068	Greg Bateman	Network	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000510106	John Nicolaisen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Health	Low	Closed	TTR Missed: No	0.14
INC000000510166	Doug May	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000510180	Tamara Hampton	Application	None	Citrix ICA Client		TIR Missed: No	0.41
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.42
INC000000510195	Laurie Baksh	Application	Reporting	Gmail		TIR Missed: No	0.34
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	1.17
INC000000510206	Kathryn Marti	Network	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000510227	Diana Rueff	Application	Error	Medicaid Managed Information		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000510278	Josip Ambrenac	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000510302	Brenda Purser	Application	None	BMI		TIR Missed: Yes	1.99
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.11
INC000000510343	Cheryl Gunnell	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.96
INC000000510384	Jan Kilpack	Application	Error	Internet Explorer		TIR Missed: No	0.54
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.54
INC000000510385	Sandy Spencer	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.59
INC000000510398	Carolyn Lund	Telecom	Voice Mail	Telephone		TIR Missed: No	0.55
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	2.11
INC000000510418	Melissa Leak	None	None	None		TIR Missed: Yes	2.19
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.22
INC000000510513	Owen Quinonez	Application	Error	None		TIR Missed: No	0.67
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.96
INC000000510514	Blake Minardi	Application	Error	None		TIR Missed: No	0.66
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.68
INC000000510541	Sandy Spencer	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.36
INC000000510659	Emma Chacon	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000510678	Laurie Bird	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000510679	Christopher Wnek	Telecom	Call/Receive	None	TIR Missed: No	0.11
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.79
INC000000510684	Linda Abel	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.75
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.61
INC000000510698	Bob Fowler	Application	None	PGP	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000510709	Andrew Ozmun	Telecom	Voice Mail	Telephone	TIR Missed: No	0.47
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	1.07
INC000000510730	Marisha Kissell	Application	Password	None	TIR Missed: No	0.51
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.57
INC000000510736	Carmen Dickson	None	None	None	TIR Missed: No	0.37
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.45
INC000000510756	Genevieve Greeley	Application	Error	Novell GroupWise	TIR Missed: No	0.84
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.50
INC000000510774	Carmen Dickson	None	None	None	TIR Missed: No	0.07
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.17
INC000000510807	Judy Harris	Network	Password	Women, Infant, and Children Nu	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000510809	Frances Barben	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	0.21
INC000000510811	Amy Nance	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.72
Metro D Hosting	David Hert	Health	Medium	Closed	TTR Missed: No	3.25
INC000000510817	Judy Harris	Network	Password	Women, Infant, and Children Nu	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000510825	Karen Mortenson	Application	Error	Microsoft Excel	TIR Missed: No	0.66
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.17
INC000000510837	Shawna West	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000510842	Dani Ibrahim	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.16
INC000000510857	Rachelle Boulton	Telecom	Voice Mail	Telephone	TIR Missed: Yes	1.09
Voice Operations	Leon Owen	Health	Low	Closed	TTR Missed: No	1.09

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000510858	Michael Friedrichs Metro D Desktop Support	Print/Copy/Scan/Fax Michael Schmidt	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.45 2.29
INC000000510878	Norman Thurston Metro D Desktop Support	Wireless Connectivity Eldon Jenson	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 5.55
INC000000510917	Lori Lovett Operations Production Control	Application Duane Hardy	Error Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.52
INC000000510925	Lori Lovett Metro D Desktop Support	Network Michael Schmidt	None Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.21 1.68
INC000000510930	Jessica Haymond Voice Operations	Telecom Leon Owen	Voice Mail Health	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.43 0.43
INC000000510951	Eunetta Button Metro B Help Desk	Application Gary Graham	Password Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510986	Karen Tsuyuki Metro D Desktop Support	Network Michael Schmidt	Performance Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 1.07
INC000000510995	Lisa V Hunt Voice Operations	Telecom Gail Christiansen	Coverage Path Health	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000510998	Irene Petrogeorge Metro D Help Desk	None John Robinson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511018	Riley Hedin Help Desk	None Julie VanBeekum	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511045	Christopher Wnek Application Services	Application Tony Larsen	Error Health	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.61 2.54
INC000000511066	Cheryl Gunnell Metro D Help Desk	Application John Robinson	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511082	Natali Rajceovich Metro D Help Desk	Application John Robinson	Reporting Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.28
INC000000511155	Athena Carolan Help Desk	Application Julie VanBeekum	None Health	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511192	Kathy Hills Metro D Hosting	Application David Hert	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.73 1.88
INC000000511211	Betsi Patino Metro D Desktop Support	Network Eldon Jenson	Performance Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.37 2.49
INC000000511213	Melanie Wallentine Metro D Desktop Support	Application Eldon Jenson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.34 2.29

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000511245	Rick Sorenson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.26
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	1.06
INC000000511246	Annette Leonard	PC/Laptop	None	None	TIR Missed: No	0.41
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.98
INC000000511346	Sue Hopper	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.06
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.99
INC000000511349	Josip Ambrenac	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	1.08
INC000000511424	Alexandra Davis	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.01
INC000000511428	Rett Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000511456	Linda Schiele	Application	Error	Vision	TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000511471	Lisa Wimmer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.06
INC000000511617	Lynn Martinez	PC/Laptop	Error	None	TIR Missed: No	0.25
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.42
INC000000511625	Rick Sorenson	PC/Laptop	Password	None	TIR Missed: No	0.05
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.46
INC000000511702	Gayle Six	Application	Password	None	TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.07
INC000000511776	Carolyn ellis	PC/Laptop	Hardware	None	TIR Missed: No	0.22
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.27
INC000000511808	Shanna Anderson	Application	Error	Adobe Reader	TIR Missed: No	0.31
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.69
INC000000511819	Chris Sandoval	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.00
INC000000511869	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.31
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.36
INC000000511870	Deki Yangser	Telecom	None	Telephone	TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	1.20
INC000000511875	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.30
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.36

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000511900	Dani Ibrahim	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000511962	Brenda Bryant	Application	Password	Medicaid Managed Information :		TIR Missed: No	0.17
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	3.78
INC000000511963	Rick Wardle	Application	Error	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000511965	Tera Porter	Application	Password	ZENworks for Desktops		TIR Missed: No	0.89
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.06
INC000000512001	Jacky Stokes	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.54
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.78
INC000000512025	Mary Nance	Application	Password	Medicaid Managed Information :		TIR Missed: Yes	1.12
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	1.19
INC000000512029	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.34
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.34
INC000000512064	Peggy Montague	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000512093	Diane Kimmerle	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000512109	Tricia Rawson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.31
INC000000512134	Nathaniel Ash	Application	None	BMI		TIR Missed: No	0.21
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.30
INC000000512142	Joel Manwill	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000512181	Lin-Marie Wright	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000512198	Doug Springmeyer	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000512236	Riki Rice	Application	Error	Novell GroupWise		TIR Missed: No	0.63
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.95
INC000000512286	Laurie Ocobock	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.53
INC000000512300	Diana Rueff	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000512304	Jenny Allred	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.56
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.19
INC000000512322	Corina Pace	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000512338	Drew Quinn	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	37.12
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	37.12
INC000000512347	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512349	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512351	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512355	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512357	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512432	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.25
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.25
INC000000512445	April Bennett	Application	Password	Citrix ICA Client		TIR Missed: No	0.52
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.52
INC000000512661	Heather Bush	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.35
INC000000512738	Mary Nance	Application	Error	Medicaid Managed Information System		TIR Missed: No	0.25
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.49
INC000000512743	Nanette Waters	None	None	None		TIR Missed: No	0.35
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.35
INC000000512758	Julia Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000512762	Carol Rasmussen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: Yes	1.57
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	2.78
INC000000512773	Heather Roberts	Application	Password	Citrix ICA Client		TIR Missed: No	0.41
	Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed: No	0.41
INC000000512774	Kim Neerings	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000512817	Melanie Hansen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000512818	Melanie Hansen	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000512831	Marisha Kissell	Application	Error	None		TIR Missed: Yes	1.10
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.33
INC000000512843	Tong Zheng	None	None	None		TIR Missed: No	0.89
	Capitol Hosting	Dale Hicks	Health	Low	Closed	TTR Missed: Yes	25.93
INC000000512845	Carol Rasmussen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000512848	Chaitanya Nekkalapooi	PC/Laptop	None	None		TIR Missed: No	0.22
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.70
INC000000512855	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512858	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512881	Melanie Hansen	Mainframe	Password	BlueZone		TIR Missed: No	0.33
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.33
INC000000512882	Christina Bray	Application	Error	Dentrix		TIR Missed: No	0.49
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.52
INC000000512885	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.58
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.58
INC000000512920	Gerrie Dowdle	Application	Error	Systm Microsoft Windows XP Pi		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000512947	Wendy Howard	Application	None	Medicaid Managed Care System		TIR Missed: No	0.52
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.52
INC000000512966	Melanie Hoyt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000512969	Tricia Schmidt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000512982	Toni Shepard	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.22
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.22
INC000000513016	James Pingree	Application	Error	BMI		TIR Missed: No	0.84
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.68

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000513023	Tong Zheng	None	None	None		TIR Missed: No	0.67
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.67
INC000000513051	Jamie Martell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000513062	Doug Springmeyer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	2.09
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	2.09
INC000000513167	Jason Stewart	None	None	None		TIR Missed: No	0.90
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.53
INC000000513208	Norman Thurston	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000513213	Amber Kelly	Application	Error	Adobe Acrobat		TIR Missed: No	0.29
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.79
INC000000513218	Nancy McConnell	None	None	None		TIR Missed: Yes	1.77
	Network Operations	Kelli Okumura	Health	Low	Closed	TTR Missed: No	2.16
INC000000513257	Edwin Espinel	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	7.75
INC000000513266	Russ Emery	PC/Laptop	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.70
INC000000513278	Randy Tanner	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000513302	Gene Cottrell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000513305	Julie Moore	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.47
INC000000513396	Allison Rondeau	None	None	Medicaid Managed Care System		TIR Missed: No	0.31
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.31
INC000000513398	Emily K Holmes	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.73
INC000000513405	Shannon Skiles	None	None	None		TIR Missed: No	0.14
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.86
INC000000513438	Judy Harris	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000513496	Heather Rich	Application	Reporting	Medicaid Managed Care System		TIR Missed: No	0.27
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.52

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000513498	Janell Hall	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000513556	Janell Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000513569	Tanayia Pomikala	Application	Error	Citrix ICA Client	TIR Missed: No	0.49
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.60
INC000000513570	Vicky Titensor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.05
INC000000513588	Lois Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000513610	Terri C Johnson	Network	Error	None	TIR Missed: No	0.32
Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: Yes	9.72
INC000000513654	Allison Rondeau	Application	Error	BlueZone	TIR Missed: No	0.81
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.06
INC000000513664	Carolyn Lund	Application	None	None	TIR Missed: No	0.82
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: Yes	6.84
INC000000513667	Rosemary VanderMeyden	Application	Error	Novell GroupWise	TIR Missed: Yes	1.20
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.15
INC000000513692	Riki Rice	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000513714	Scott Ellis	PC/Laptop	Error	None	TIR Missed: No	0.44
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.97
INC000000513721	Theron jeppson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.11
Voice/Data/WAN Services	Mark Thomas	Health	Low	Closed	TTR Missed: No	0.23
INC000000513726	Marcia Feldkamp	None	None	None	TIR Missed: No	0.57
Enterprise Security	Bart Grant	Health	Low	Closed	TTR Missed: No	4.04
INC000000513730	Marcia Feldkamp	Application	None	None	TIR Missed: No	0.23
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.23
INC000000513734	Chris Gee	Application	Error	Citrix ICA Client	TIR Missed: No	0.49
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.49
INC000000513746	Shawna West	None	None	None	TIR Missed: No	0.35
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.35
INC000000513757	Ken Pena	Network	Error	None	TIR Missed: No	0.14
Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: Yes	8.24

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000513764	Lisa Hunt	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000513814	Erin Olsen	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.01
INC000000513816	Shelly Phillips	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000513830	Chris Sandoval	Telecom	Feature	Telephone	TIR Missed: No	0.34
Voice Operations	Leon Owen	Health	Low	Closed	TTR Missed: No	0.34
INC000000513836	Hattie Perry	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.15
Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.15
INC000000513846	Kathy Hogan	Application	Error	Mozilla Firefox	TIR Missed: No	0.25
Metro B Desktop Support	Peter Musser	Health	Low	Closed	TTR Missed: No	0.25
INC000000513942	Linda Abel	PC/Laptop	None	Microsoft Windows XP Professional	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.79
INC000000513944	Chris Gee	PC/Laptop	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.74
INC000000513947	Linda Abel	Mobile Devices	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.75
INC000000513988	Jeremy Gorenstein	Telecom	Voice Mail	Telephone	TIR Missed: No	0.52
Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.52
INC000000514027	Ann D Curtis	Application	Password	Novell GroupWise	TIR Missed: No	0.25
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.25
INC000000514048	Sam Vanous	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.32
Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	5.79
INC000000514090	Ivett Cordova	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000514094	Ellen Johnstun	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000514116	Eric K. Christensen	Mainframe	Password	BlueZone	TIR Missed: No	0.11
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.49
INC000000514138	Burdean Wirtz	Application	Error	BMI	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000514153	Diana Rueff	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.27
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	1.29

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000514155	Lois Bloebaum	Application	None	None		TIR Missed: Yes	1.81
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	4.35
INC000000514163	Lynn Meinor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.17
INC000000514184	Rachelle Johnson	Application	Error	Data Warehouse		TIR Missed: No	0.44
	Application Support - Data WarehotEd Coleman		Health	Low	Closed	TTR Missed: No	0.44
INC000000514205	Lori Savoie	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000514217	Joan Isom	Application	Password	Citrix ICA Client		TIR Missed: No	0.47
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No	0.47
INC000000514242	Lois Bloebaum	Network	Error	Internet Explorer		TIR Missed: No	0.97
	Security	Jed Johnson	Health	Low	Closed	TTR Missed: No	1.17
INC000000514245	Diana Rueff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000514260	Susan Rugg	Application	Error	Medicaid Managed Information :		TIR Missed: Yes	1.25
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.25
INC000000514320	Arianna Adrignola	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000514323	Natali Rajceovich	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.23
INC000000514418	Josip Ambrenac	Network	Password	None		TIR Missed: No	0.28
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.28
INC000000514453	Gene Cottrell	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.01
INC000000514467	Candace Bleazard	None	None	None		TIR Missed: Yes	6.62
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: Yes	6.62
INC000000514487	Jacob (Jake) J. Fitiseman	Application	Error	Novell GroupWise		TIR Missed: Yes	1.05
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.05
INC000000514495	Andrew Ozmun	Application	Error	Microsoft Access 2007		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.72
INC000000514506	Meghan Baruth	PC/Laptop	None	None		TIR Missed: Yes	1.72
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.17
INC000000514518	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000514531	Peggy Montague	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000514542	David Petty	Application	None	None	TIR Missed: No	0.42
Rural South Desktop Support	Lance Nay	Health	Low	Closed	TTR Missed: No	0.42
INC000000514553	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.26
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.28
INC000000514555	Lisa Young	PC/Laptop	Error	None	TIR Missed: No	0.93
Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	8.43
INC000000514581	Natali Rajceovich	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.05
INC000000514591	Adrienne Alward	None	None	None	TIR Missed: No	0.58
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.58
INC000000514611	Deepa Ramkumar	Telecom	Voice Mail	Telephone	TIR Missed: No	0.12
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.54
INC000000514659	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.46
Operations Production Control	None	Health	Low	Closed	TTR Missed: No	0.46
INC000000514691	Lori Savoie	None	None	None	TIR Missed: No	0.26
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.26
INC000000514721	Kathy Paras	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.71
INC000000514722	Randy Tanner	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000514749	Carolyn Lund	Application	Error	None	TIR Missed: No	0.59
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.59
INC000000514756	Adrienne Alward	None	None	None	TIR Missed: No	0.95
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.95
INC000000514805	Bobbie Lou Anderson	EIS Hardware	None	None	TIR Missed: No	0.25
Strategic Communications	Dennis Rogers	Health	Low	Closed	TTR Missed: Yes	9.04
INC000000514821	Janell Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000514933	Tanya Turnbow	None	None	None	TIR Missed: No	0.00
Help Desk	Gerard Russell	Health	Low	Closed	TTR Missed: No	0.00
INC000000515049	Philip Harris	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000515085	Carolyn Lund	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.69
	Metro D Hosting	David Hert	Health	Low Closed	TTR Missed: No	4.24
INC000000515094	Marisha Kissell	Application	Error	Novell Messenger	TIR Missed: No	0.11
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.45
INC000000515122	Janell Hall	Application	Error	Internet Explorer	TIR Missed: No	0.51
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.90
INC000000515202	Jennifer Green	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.29
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.85
INC000000515219	Brenda Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000515248	Christine Warren	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000515270	Grant Sunada	Application	Error	Gmail	TIR Missed: No	0.48
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: No	0.62
INC000000515280	Karin Parker	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000515293	Larene Adams	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000515301	Linda Abel	Application	None	None	TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	3.49
INC000000515312	Laura Lee Detton	Application	Error	Microsoft Access	TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	3.33
INC000000515316	Karen Averett	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low Closed	TTR Missed: No	0.00
INC000000515321	Joshua Legler	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	
INC000000515333	Jon Reid	Network	Incident	None	TIR Missed: No	0.20
	Campus Networking	Jordy Davis	Health	Low Closed	TTR Missed: No	1.38
INC000000515337	Jon Reid	Network	Error	None	TIR Missed: No	0.34
	Metro D Hosting	Steven Haderlie	Health	Low Closed	TTR Missed: No	0.34
INC000000515364	Terra Shockey	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	4.77
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: No	4.77
INC000000515372	Ann Granato	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000515376	Mitzi Bigelow	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	4.63
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: No	4.63
INC000000515378	Kevin Bagley	Application	Password	Medicaid Managed Care System	TIR Missed: Yes	4.62
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: No	4.62
INC000000515380	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low Closed	TTR Missed: No	0.19
INC000000515397	Melissa Leak	Application	Error	None	TIR Missed: No	0.37
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.42
INC000000515416	Joshua Legler	Application	None	Utah Master Directory	TIR Missed: No	0.41
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.41
INC000000515476	Phillip Gresham	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.23
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.53
INC000000515521	Colleen Murphy	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
INC000000515524	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.48
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.51
INC000000515534	Leslie Clark	Application	None	Microsoft Excel	TIR Missed: No	0.13
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.60
INC000000515539	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.33
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.37
INC000000515543	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.28
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.31
INC000000515571	Michelle Hale	Application	None	None	TIR Missed: Yes	3.13
	Database Services	I-Ching Lin	Health	Low Closed	TTR Missed: No	3.13
INC000000515602	Christopher Wnek	Application	Error	None	TIR Missed: Yes	14.64
	Security	Jed Johnson	Health	Low Closed	TTR Missed: Yes	17.30
INC000000515653	Leisa Finch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000515677	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.04
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.06
INC000000515688	Marlo Corona	Telecom	Dial Tone	Telephone	TIR Missed: No	0.21
	Voice/Data/WAN Services	T Artis	Health	Low Closed	TTR Missed: No	0.65
INC000000515711	Ally Major	Network	Incident	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000515716	Tricia Schmidt	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli		Health	Low	Closed	TTR Missed: No	0.00
INC000000515758	Melanie Hansen	None	None	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Health	Low	Closed	TTR Missed: No	0.00
INC000000515837	Christine Jones	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb		Health	Low	Closed	TTR Missed: No	0.96
INC000000515894	Cathy Taylor	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick		Health	Low	Closed	TTR Missed: No	0.00
INC000000515912	Melanie Hansen	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Chad D Fowers		Health	Low	Closed	TTR Missed: No	0.00
INC000000515915	Melanie Hansen	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Chad D Fowers		Health	Low	Closed	TTR Missed: No	0.00
INC000000515963	Kara Verner	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown		Health	Low	Closed	TTR Missed: No	0.00
INC000000516002	Angela Rhoades	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.67
Metro D Desktop Support	Philip Henderson		Health	Low	Closed	TTR Missed: No	1.03
INC000000516004	Brenda Robinson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown		Health	Low	Closed	TTR Missed: No	0.00
INC000000516109	Lisa Young	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick		Health	Low	Closed	TTR Missed: No	0.00
INC000000516117	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.14
Operations Production Control	Duane Hardy		Health	Low	Closed	TTR Missed: No	0.24
INC000000516136	Carrie Reed	Application	Error	CapNet		TIR Missed: No	0.25
Metro D Desktop Support	Philip Henderson		Health	Low	Closed	TTR Missed: No	0.79
INC000000516193	Evelyn Gowans	Telecom	Dial Tone	Telephone		TIR Missed: No	0.23
Voice/Data/WAN Services	Mark Thomas		Health	Low	Closed	TTR Missed: No	0.23
INC000000516205	Carmen Dickson	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	15.73
Application Support - Oracle	Ryan Nicol		Health	Low	Closed	TTR Missed: Yes	15.73
INC000000516246	Jennifer Green	Telecom	Feature	Telephone		TIR Missed: No	0.09
Voice/Data/WAN Services	Mark Thomas		Health	Low	Closed	TTR Missed: No	0.10
INC000000516250	Nanette Waters	Application	Password	BlueZone		TIR Missed: Yes	1.29
Operations Production Control	Duane Hardy		Health	Low	Closed	TTR Missed: No	1.33
INC000000516252	Wendy Peterson-Jones	Network	Password	Medicaid Managed Information		TIR Missed: Yes	1.16
Operations Production Control	Duane Hardy		Health	Low	Closed	TTR Missed: No	1.35

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000516253	Nanette Waters	Application	Password	BlueZone		TIR Missed: Yes	1.16
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.26
INC000000516304	Larene Adams	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Health	Low	Closed	TTR Missed: No	0.02
INC000000516315	Diana Rueff	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000516316	Tom Romney	Telecom	None	Telephone		TIR Missed: No	0.22
	Voice/Data/WAN Services	Mark Thomas	Health	Low	Closed	TTR Missed: No	0.25
INC000000516374	Shannon Skiles	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000516415	Debbie Snyder	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000516437	Jessica Sanders	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000516464	Pam Kerby	Application	Error	None		TIR Missed: No	0.52
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	0.52
INC000000516466	Catherine Groseclose	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000516490	Allison Rondeau	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.83
INC000000516492	Marilyn Howe	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.39
INC000000516508	Nanette Waters	None	None	None		TIR Missed: No	0.35
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.38
INC000000516513	Dorrie Reese	PC/Laptop	Error	None		TIR Missed: No	0.59
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.05
INC000000516567	Scott Ellis	Application	None	PGP		TIR Missed: No	0.42
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.42
INC000000516578	Paula Edens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000516597	Lynn Meinor	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.16
INC000000516599	David Antell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.97

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000516602	Megan Evans	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.94
INC000000516605	Gene Cottrell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.94
INC000000516606	Megan Evans	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.93
INC000000516622	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.24
INC000000516656	Jerry Carlile	Network	None	None		TIR Missed: No	0.43
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.43
INC000000516688	Anita Hall	Application	Password	Medicaid Managed Information		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000516774	Carmen Dickson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000516804	John Curless	Application	Error	Novell GroupWise		TIR Missed: Yes	1.05
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.46
INC000000516807	Carmen Dickson	None	None	None		TIR Missed: No	0.80
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: Yes	6.47
INC000000516814	Diana Rueff	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000516836	Laurie Ocobock	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	8.59
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	8.59
INC000000516880	Janet Scarlet	Application	None	None		TIR Missed: No	0.46
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.94
INC000000516894	Buni Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000516903	Dulce Diez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.45
INC000000516916	Buni Phillips	None	None	None		TIR Missed: No	0.27
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.49
INC000000516946	Nanette Waters	None	None	None		TIR Missed: No	0.12
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.12
INC000000516955	Barbara Jepson	None	None	None		TIR Missed: No	0.49
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.49

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000516970	Carmen Dickson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000516977	Craig Mitchell	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	1.31
INC000000516983	Cassandra Fairclough	PC/Laptop	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.72
INC000000517005	Patrice Morley	PC/Laptop	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.55
INC000000517006	Louise Eutropius	Application	Password	Novell GroupWise	TIR Missed: No	0.72
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.60
INC000000517013	Carmen Dickson	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.11
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.90
INC000000517120	Dulce Diez	None	None	None	TIR Missed: No	0.33
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.33
INC000000517122	Stephanie Caldwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000517163	John W Miller	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000517173	Diane Kimmerle	Telecom	None	Telephone	TIR Missed: No	0.34
Voice/Data/WAN Services	Mitch Hood	Health	Low	Closed	TTR Missed: No	0.38
INC000000517316	Philip Harris	PC/Laptop	None	None	TIR Missed: No	0.42
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.42
INC000000517354	Michelle Smith	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000517356	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000517376	Stephanie Caldwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000517405	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000517442	Carmen Dickson	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.78
INC000000517536	Christine Jones	None	None	None	TIR Missed: Yes	1.57
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.57

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000517608	Karen Ford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000517631	Carol Keller	Mainframe	Password	BlueZone	TIR Missed: No	0.20
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.25
INC000000517643	Debra Turpin	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000517649	Lorna Ward	Application	Error	Remedy Service Request Mana	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.20
INC000000517682	Carol Keller	Mainframe	Password	BlueZone	TIR Missed: No	0.14
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.14
INC000000517707	Jana Coombs	Application	Error	Gmail	TIR Missed: No	0.43
Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.86
INC000000517735	Jack Oman	PC/Laptop	Error	None	TIR Missed: No	0.94
Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.94
INC000000517745	Kathy Paras	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000517761	Jenny Hubbard	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.51
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.51
INC000000517774	Brenda Purser	Application	Error	BMI	TIR Missed: Yes	1.24
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	4.41
INC000000517904	Chris Peper	None	None	None	TIR Missed: No	0.48
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.53
INC000000517906	Drew Quinn	Application	Error	BMI	TIR Missed: No	0.38
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.42
INC000000517940	Brett McIlff	Application	Error	Gmail	TIR Missed: No	0.39
Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	1.55
INC000000517992	Lorna Ward	None	None	None	TIR Missed: Yes	1.20
Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	2.00
INC000000518002	Scott Ellis	Application	Error	None	TIR Missed: No	0.04
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.52
INC000000518061	Tim Morley	Application	Password	PGP	TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.05
INC000000518081	Melanie Hansen	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000518134	Amanda Whipple	Telecom	Dial Tone	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.24
INC000000518157	Carmen Dickson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.03
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.03
INC000000518180	Nanette Waters	None	None	None		TIR Missed: No	0.31
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.34
INC000000518190	Barbara Algarin	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000518209	Janet Scarlet	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.32
INC000000518251	Ellen Johnstun	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000518277	Melissa Leak	Telecom	Dial Tone	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.36
INC000000518292	Betsi Patino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	3.02
INC000000518322	Tom Romney	Network	Incident	None		TIR Missed: No	0.42
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.93
INC000000518359	Barbara Jepson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000518508	Kathryn Marti	Network	Error	None		TIR Missed: No	0.52
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: Yes	7.00
INC000000518509	Carolyn Lund	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000518512	Lainie Harris	PC/Laptop	Performance	None		TIR Missed: No	0.13
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.13
INC000000518516	Athena Carolan	Application	Error	Adobe Reader		TIR Missed: No	0.13
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.77
INC000000518528	Shannon Wnek	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000518542	Scott Ellis	Server	Error	None		TIR Missed: No	0.48
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.85
INC000000518565	Anna Packer	Network	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000518583	Anna Packer	Application	Password	Novell GroupWise	TIR Missed: No	0.46
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: Yes	16.29
INC000000518592	Shanna Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000518620	Ronald Marsden	Network	Incident	None	TIR Missed: Yes	8.04
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: Yes	58.74
INC000000518645	Jodi Finlayson	Application	None	Novell GroupWise	TIR Missed: No	0.34
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.34
INC000000518669	Amanda Yoshida	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.21
INC000000518692	Catherine Groseclose	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.05
INC000000518716	Cyndi Bemis	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000518738	Adele Watts	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000518748	Lois Boomer	Application	Error	None	TIR Missed: No	0.75
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	1.07
INC000000518749	Deki Yangser	Telecom	Voice Mail	None	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	0.94
INC000000518789	Rocio Ramos	Network	Error	None	TIR Missed: No	0.15
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	4.44
INC000000518835	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.22
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.23
INC000000518844	Emily Sagers	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.01
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: Yes	18.59
INC000000518860	Darin Dennis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.08
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.86
INC000000518880	Jen Farnes	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Health	Low Closed	TTR Missed: No	0.00
INC000000518896	Rocio Ramos	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.90
INC000000518922	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.35
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.85

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000518968	Kellie Baxter Metro D Desktop Support	PC/Laptop Philip Henderson	Error Health	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000519045	Cindy Huish Metro D Help Desk	None Doug Brown	None Health	None Low	TIR Missed: No TTR Missed: No	0.61 1.13
INC000000519083	Carolyn Evans Metro D Help Desk	Application Doug Brown	Error Health	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.74 0.74
INC000000519120	Debra Turpin Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519180	Rita Ramirez Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519194	Julie Mark Help Desk	Application Eileen Dubach	Password Health	Medicaid Managed Information : Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519200	Rebecca Castleton Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519250	Lynn Martinez Metro D Desktop Support	Application Tina West	Error Health	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	1.19 3.92
INC000000519331	Shanna Anderson Operations Production Control	Mainframe Duane Hardy	Password Health	None Low	TIR Missed: No TTR Missed: No	0.06 0.19
INC000000519335	Brad Morse Metro D Help Desk	Mainframe Doug Brown	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519358	Brenda Purser Metro D Desktop Support	Application Tina West	None Health	BMI Low	TIR Missed: No TTR Missed: No	0.40 2.44
INC000000519437	Diane J Hutchinson Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519515	Robert Rolfs Metro D Desktop Support	Application Steve Gibb	Error Health	None Low	TIR Missed: No TTR Missed: No	0.28 0.62
INC000000519518	Nanette Waters Operations Production Control	Mainframe Duane Hardy	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.08 0.54
INC000000519527	Dana Foxx Help Desk	None Brenda Treadway	None Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519581	Willow Greer Help Desk	Mainframe Brenda Treadway	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519634	Deborah Turner Metro D Help Desk	Application Doug Brown	Error Health	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000519648	Linda Auger	Network	Performance	None		TIR Missed: No	0.88
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.52
INC000000519694	Anna Fondario	PC/Laptop	Hardware	None		TIR Missed: No	0.42
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.46
INC000000519716	Diana Rueff	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000519722	Allison Rondeau	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000519776	Cyndi Bemis	None	None	None		TIR Missed: No	0.48
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.46
INC000000519777	Josip Ambrenac	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.42
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.42
INC000000519800	Susanne Knight	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.10
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.73
INC000000519823	Vanonda Kern	PC/Laptop	None	None		TIR Missed: Yes	1.44
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.57
INC000000519831	Carmen Dickson	EIS Hardware	Printer	None		TIR Missed: No	0.58
	Strategic Communications	Dennis Rogers	Health	Low	Resolved	TTR Missed: No	5.80
INC000000519854	Roxanne Landreaneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000519866	Marilee O'Connor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000519935	Robert Lo	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520045	Elizabeth Fisher	None	None	None		TIR Missed: No	0.03
	Network Operations	Dave Bodily	Health	Low	Resolved	TTR Missed: No	0.18
INC000000520070	Pat Berubee	Application	Error	Novell GroupWise		TIR Missed: Yes	1.06
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.56
INC000000520071	Cami Buchmiller	Application	Error	Novell GroupWise		TIR Missed: No	0.18
	Metro D Help Desk	Doug Brown	Health	Medium	Resolved	TTR Missed: No	0.18
INC000000520133	Lorna Ward	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520161	Rhonda Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.29

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000520189	Cindy Huish	Server	None	None		TIR Missed: Yes	1.04
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	1.04
INC000000520234	Winfred Pauley	PC/Laptop	Performance	None		TIR Missed: No	0.67
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.83
INC000000520302	Joseph B Petersen	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520317	Melanie Wallentine	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.52
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.60
INC000000520322	Chris Sandoval	Application	None	Medicaid Managed Information		TIR Missed: No	0.16
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.16
INC000000520346	Lorna Ward	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Luis Larios	Health	Low	Resolved	TTR Missed: Yes	6.20
INC000000520350	Lori Lovett	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520352	Joseph B Petersen	Application	Reporting	PGP		TIR Missed: No	0.52
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.17
INC000000520361	Julia Hall	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.16
INC000000520399	Lisa V Hunt	Telecom	Call Management	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Health	Low	Resolved	TTR Missed: No	3.10
INC000000520459	David Patton	None	None	None		TIR Missed: No	0.16
	Metro D Desktop Support	Steve Gibb	Health	High	Resolved	TTR Missed: No	0.25
INC000000520523	Brandi Frandsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520567	John Strong	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.61
INC000000520743	Joyce Hasting	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000520817	Cindy Huish	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.02
INC000000520832	Dorrie Reese	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.41
INC000000520839	Carmen Dickson	None	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.30

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000520941	Gayla Whitaker	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	3.55
INC000000520979	Dennis Tingey	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.30
	Metro D Desktop Support	Steve Gibb	Health	Low Resolved	TTR Missed: No	2.50
INC000000520982	Nancy McConnell	Application	Error	Utah Statewide Immunization In	TIR Missed: No	0.36
	Metro D Hosting	Danny Simmons	Health	Low Resolved	TTR Missed: N/A	
INC000000520994	Suzanne Wilcox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000520996	Rebecca Fronberg	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Resolved	TTR Missed: No	0.00
INC000000521056	Joannah Sparks	Application	Error	State Payroll Time Entry System	TIR Missed: Yes	1.02
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	4.23
INC000000521084	Susanne Knight	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.39
	Metro D Desktop Support	Tina West	Health	Low Resolved	TTR Missed: No	0.61
INC000000521086	Robert Sonoda	Application	Error	Systm Microsoft Windows XP Pi	TIR Missed: No	0.23
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.93
INC000000521148	Gerrie Dowdle	Telecom	Dial Tone	Telephone	TIR Missed: No	0.10
	Voice/Data/WAN Services	Mike Johnson	Health	Low Resolved	TTR Missed: No	0.88
INC000000521191	John Slade	Wireless Connectivity	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.98
INC000000521205	Carolyn Lund	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000521238	Randa Pickle	Network	Performance	None	TIR Missed: No	0.09
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.09
INC000000521303	Nancy Arbon	Application	Error	Citrix ICA Client	TIR Missed: No	0.86
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	0.93
INC000000521339	Amy Schouten	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.13
INC000000521346	Diane Kimmerle	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	High Resolved	TTR Missed: No	0.12
INC000000521347	Carmen Dickson	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.11
INC000000521362	Tong Zheng	None	None	None	TIR Missed: Yes	1.16
	Metro D Hosting	David Hert	Health	Low Resolved	TTR Missed: No	3.21

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000521450	Gail Rapp	Network	Performance	iPhone		TIR Missed: No	0.08
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.13
INC000000521518	Julia Hall	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.69
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.39
INC000000521520	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000521523	Karen Peterson	Network	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.49
INC000000521528	Blake Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.47
INC000000521536	Charla Haley	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000521555	Kimberly Hart	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.28
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed: No	0.28
INC000000521582	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000521587	Melissa Leak	None	None	None		TIR Missed: No	0.17
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.17
INC000000521594	Dennis Tingey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.28
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: Yes	8.88
INC000000521664	Carol Lowder	None	None	None		TIR Missed: No	0.24
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: Yes	8.28
INC000000521687	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000521739	Carol Lowder	Application	Error	None		TIR Missed: No	0.02
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	5.66
INC000000521854	Heather Roberts	Application	Error	SAFE		TIR Missed: No	0.01
	Rural North Desktop Support	Ryan Casey	Health	Low	Resolved	TTR Missed: No	0.26
INC000000521871	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.46
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.85
INC000000521874	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.45
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.85
INC000000521898	Karen Peterson	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	1.34
	Application Support - Oracle	Tony Hess	Health	Low	Resolved	TTR Missed: No	1.34

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000521923	Julia Hall	Application	Error	Microsoft Word	TIR Missed: No	0.51
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.86
INC000000521958	Darcy Gliedman	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	1.54
	Application Support - Oracle	Tony Hess	Health	Low Resolved	TTR Missed: No	1.54
INC000000521971	Jeremy Gorenstein	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.00
INC000000521996	Laura Belgique	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Resolved	TTR Missed: No	0.00
INC000000522105	Vicky Pierce	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.38
	Voice/Data/WAN Services	T Artis	Health	Low Resolved	TTR Missed: No	1.59
INC000000522134	Brandi Frandsen	Network	Error	None	TIR Missed: No	0.51
	Metro D Hosting	David Hert	Health	Low Resolved	TTR Missed: No	2.99
INC000000522195	David Meadows	Application	Error	Microsoft Excel	TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	0.23
INC000000522222	Rebecca Castleton	Application	Password	Utah Master Directory	TIR Missed: No	0.87
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.87
INC000000522268	Laura Belgique	Telecom	Voice Mail	Telephone	TIR Missed: No	0.46
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Resolved	TTR Missed: No	0.84
INC000000522298	Cleve Evans	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Resolved	TTR Missed: No	0.39
INC000000522325	Brad Morse	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000522336	Betty Foster	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.69
INC000000522367	Gene Cottrell	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	2.55
INC000000522397	Melanie Wallentine	Network	Error	None	TIR Missed: No	0.38
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	2.16
INC000000522420	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.69
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.71
INC000000522513	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.00
INC000000522555	Marcia A Crampton	PC/Laptop	Hardware	None	TIR Missed: No	0.45
	Rural South Desktop Support	Doug Thornton	Health	Low Resolved	TTR Missed: No	0.45

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000522572	Dorrie Reese	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000522655	Carmen Dickson	None	None	None	TIR Missed: No	0.20
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.20
INC000000522677	Tanayia Pomikala	Application	Error	Newborn Screening - Laboratory	TIR Missed: No	0.57
	Application Services	Terry Forsgren	Health	High Resolved	TTR Missed: No	0.62
INC000000522705	Burdean Wirtz	None	None	None	TIR Missed: Yes	1.49
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.58
INC000000522710	Logan Cowan	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.62
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.71
INC000000522713	Karen Peterson	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.66
INC000000522736	Keri Dawson	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Resolved	TTR Missed: No	0.00
INC000000522740	Keri Dawson	Application	None	SAFE	TIR Missed: No	0.85
	Metro B Help Desk	Gary Graham	Health	Low Resolved	TTR Missed: No	0.85
INC000000522757	Christopher Wnek	Telecom	Voice Mail	None	TIR Missed: No	0.87
	Voice Operations	Gail Christiansen	Health	Low Resolved	TTR Missed: No	1.22
INC000000522816	Karen Peterson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000522948	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.79
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.79
INC000000523023	Cristy Sneddon	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000523036	Robert Aullman	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Resolved	TTR Missed: No	0.00
INC000000523056	Lisa Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000523122	Lynn Meinor	Wireless Connectivity	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.80
INC000000523124	Janet Scarlet	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.69
INC000000523134	Sherri Lizotte	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000523139	Bruce Huntington	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523265	Jacob Madsen	PC/Laptop	Performance	None	TIR Missed: Yes	1.02
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.22
INC000000523317	Barbara Jepson	Mobile Devices	Error	None	TIR Missed: No	0.99
Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	4.41
INC000000523328	Kathy Paras	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.97
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	2.31
INC000000523372	Carrie Reed	PC/Laptop	Hardware	None	TIR Missed: No	0.08
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.51
INC000000523422	Mitzi Bigelow	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523431	Patsy Tingey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523439	Elizabeth McElreath	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523495	Gayle Coombs	EIS Hardware	Printer	None	TIR Missed: No	0.66
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.85
INC000000523499	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.07
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.09
INC000000523503	Nita Jensen	Application	Password	Novell GroupWise	TIR Missed: No	0.49
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.49
INC000000523517	Christine Weiss	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523552	Jade Hulse	Application	Password	Medicaid Managed Care System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523575	Christine Weiss	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523590	Jan Case	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523596	Eric Grant	Network	Incident	None	TIR Missed: No	0.18
Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	0.78
INC000000523616	Carolyn Evans	Application	Error	Content Manager	TIR Missed: No	0.18
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.01

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000523649	Felicia Alvarez	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523653	Trisha Keller	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.54
INC000000523700	Merril Chipman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523709	Jan Kilpack	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523715	Sandy Foxley	Application	Password	BlueZone		TIR Missed: No	0.47
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.47
INC000000523857	Rhonda Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000523879	Marian West	Application	Error	BlueZone		TIR Missed: No	0.07
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.56
INC000000523927	Simon Bolivar	None	None	None		TIR Missed: No	0.02
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.34
INC000000523950	Julie Moore	Application	Error	None		TIR Missed: No	0.73
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.34
INC000000523963	Nancy McConnell	Server	None	None		TIR Missed: No	0.75
	Metro D Hosting	Danny Simmons	Health	Low	Resolved	TTR Missed: No	4.69
INC000000524010	Corina Pace	Application	Password	Medicaid Managed Care System		TIR Missed: No	0.06
	Application Support - Oracle	Jill Everett	Health	Low	Resolved	TTR Missed: Yes	6.95
INC000000524043	Carolyn Evans	Application	Error	Content Manager		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Health	Low	Resolved	TTR Missed: No	0.84
INC000000524072	Mitzi Bigelow	Server	None	None		TIR Missed: No	0.30
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	0.45
INC000000524256	Ann Deering	Application	Error	None		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.36
INC000000524278	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000524286	Karen Roylance	Application	Password	Citrix ICA Client		TIR Missed: No	0.62
	Application Services	Tony Larsen	Health	Medium	Resolved	TTR Missed: No	0.93
INC000000524306	Tanayia Pomikala	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.74

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000524314	Louise Eutropius	Application	Error	Novell GroupWise	TIR Missed: Yes	1.41
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	1.41
INC000000524320	Nanette Waters	None	None	None	TIR Missed: No	0.22
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.26
INC000000524325	Ryan Knight	None	None	None	TIR Missed: No	0.19
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.19
INC000000524343	Carolyn Evans	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.06
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	3.24
INC000000524351	Melanie Spencer	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.98
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: Yes	7.48
INC000000524366	Patsy Buchmiller	None	None	None	TIR Missed: No	0.14
	Help Desk	Sarah Johnson	Health	Low Resolved	TTR Missed: No	0.69
INC000000524378	Ann Deering	Application	Reporting	None	TIR Missed: No	0.74
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	0.76
INC000000524425	Nanette Waters	None	None	None	TIR Missed: No	0.62
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.64
INC000000524430	Linda Schiele	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Resolved	TTR Missed: No	0.00
INC000000524463	Lynn Phillips	Telecom	Voice Mail	None	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Resolved	TTR Missed: No	0.46
INC000000524489	Dorrie Reese	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000524507	John M Nichols	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000524513	Dee Anne McGuire	PC/Laptop	Virus	None	TIR Missed: No	0.69
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: Yes	6.29
INC000000524543	Ken Pena	Network	Error	None	TIR Missed: No	0.11
	Help Desk	Vicky Marrelli	Health	Low Resolved	TTR Missed: No	0.13
INC000000524584	Nanette Waters	None	None	None	TIR Missed: No	0.36
	Operations Production Control	Cal Brinton	Health	Low Resolved	TTR Missed: No	0.36
INC000000524586	Nanette Waters	None	None	None	TIR Missed: No	0.38
	Operations Production Control	Cal Brinton	Health	Low Resolved	TTR Missed: No	0.38
INC000000524616	Leslie Davies	Application	Password	Novell GroupWise	TIR Missed: No	0.85
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	2.77

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000524623	Ina Oviatt	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000524730	Lisa Wimmer	PC/Laptop	Error	None		TIR Missed: No	0.73
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.60
INC000000524754	Nanette Waters	None	None	None		TIR Missed: No	0.32
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.36
INC000000524766	Debra Turpin	Application	Password	Medicaid Managed Care System		TIR Missed: No	0.25
	Application Support - Oracle	Ryan Nicol	Health	Low	Resolved	TTR Missed: No	0.25
INC000000524830	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.18
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.35
INC000000524881	Carmen Dickson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000524904	Christine Weiss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000524923	Nanette Waters	None	None	None		TIR Missed: No	0.36
	Operations Production Control	None	Health	Low	Resolved	TTR Missed: No	0.36
INC000000525044	Lori Tuckett	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000525091	Rebecca Perry	Telecom	Voice Mail	Telephone		TIR Missed: No	0.43
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.43
INC000000525118	Carmen Dickson	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.13
	Application Support - Oracle	Ryan Nicol	Health	Low	Resolved	TTR Missed: No	4.11
INC000000525124	Lori Tuckett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.99
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.48
INC000000525138	Nancy Phillips	Application	Error	None		TIR Missed: No	0.21
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.68
INC000000525143	Chelsea Hussey	Application	None	Adobe InDesign		TIR Missed: No	0.83
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.27
INC000000525166	Richard Cumba	PC/Laptop	Error	None		TIR Missed: No	0.55
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.17
INC000000525178	Chuck Adan	Network	Password	None		TIR Missed: No	0.45
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	5.16
INC000000525197	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000525208	Phyllis Crowley	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Resolved	TTR Missed: No	0.00
INC000000525246	Dee Anne McGuire	Application	None	None	TIR Missed: Yes	1.16
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	4.42
INC000000525288	Ann Deering	PC/Laptop	Error	None	TIR Missed: No	0.55
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.43
INC000000525326	Carolyn Lund	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000525337	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.00
INC000000525341	Cleve Evans	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: Yes	1.14
	Application Support - Oracle	Ryan Nicol	Health	Low Resolved	TTR Missed: No	1.14
INC000000525385	Sheila Walsh-McDonald	PC/Laptop	Error	None	TIR Missed: No	0.08
	Metro D Desktop Support	Steve Gibb	Health	Medium Resolved	TTR Missed: No	2.22
INC000000525405	Jon Reid	Network	Error	None	TIR Missed: No	0.63
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: No	0.63
INC000000525410	Jodi Finlayson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.45
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	1.89
INC000000525412	Dorrie Reese	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000525428	Chris Furner	Application	None	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Resolved	TTR Missed: No	0.00
INC000000525446	Lisa V Hunt	Application	None	Novell GroupWise	TIR Missed: No	0.42
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	0.72
INC000000525468	Dayna Christenson	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	2.26
INC000000525475	Connie D Larsen	Application	None	Medicaid Managed Care System	TIR Missed: Yes	1.31
	Application Support - Oracle	Jill Everett	Health	High Resolved	TTR Missed: No	1.31
INC000000525497	Christina Whitlock	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health	Low Resolved	TTR Missed: No	1.10
INC000000525521	Purita Buck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000525597	Ann Deering	Application	None	Medicaid Managed Care System	TIR Missed: No	0.86
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.36

Enterprise Incident Report May 2012

As of 6/4/2012

Health

INC000000525673	Nina Baker	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000525695	Lamar Kelly	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Health	Low Resolved	TTR Missed: No	0.00
INC000000525723	Nancy McConnell	None	None	None	TIR Missed: Yes	1.03
	Network Operations	Brian Chatwin	Health	Low Resolved	TTR Missed: No	1.55
INC000000525727	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.00
INC000000525728	Nancy McConnell	None	None	None	TIR Missed: Yes	1.02
	Network Operations	Kelli Okumura	Health	Low Resolved	TTR Missed: No	1.09
INC000000525784	Dayna Christenson	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.02